

DUTY STATEMENT



CURRENT
 PROPOSED

CIVIL SERVICE CLASSIFICATION Information Technology Associate		WORKING TITLE IT Service Technician		
PROGRAM NAME Office of Information Services		UNIT NAME IT Operations Unit		
ASSIGNED SPECIFIC LOCATION 2180 Harvard St #160 Sacramento, CA 95815			POSITION NUMBER 400 – 175-1401-129	
BARGAINING UNIT R01	WORK WEEK GROUP 2	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER No	BACKGROUND CHECK No

General Statement

Under the general supervision of the Information Technology Supervisor II (ITS II), the Information Technology Associate (ITA) provides timely, courteous, and effective technical support to all DIR users in accordance with the IT Service Level Agreement (SLA). The ITA is responsible for diagnosing and resolving issues related to computer hardware, software, and peripheral devices. In addition, the ITA analyzes, develops, and documents business processes using industry best practices and standard methodologies to support continuous improvement and operational efficiency.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Duties Essential Job Functions
30%	<p>Client Support: Provides on-call technical support services to DIR employees by answering the IT Service Desk telephone line by signing into the Verizon Virtual Call Center (VCC) cloud-based system on a set schedule.</p> <p>Creates help desk tickets based on user requests and provides technical assistance for computer hardware, software and peripherals as required while on the phone with the requester.</p> <p>Maintains and provides professional customer service experience when dealing with users over the phone or during an on-site visit.</p>
25%	<p>Support and Resolution: Tracks Helpdesk tickets by monitoring incoming emails, reviews Service Desk Ticketing system (ServiceNow).</p> <p>Resolves and closes Helpdesk tickets according to the IT Service Level Agreement (SLA).</p> <p>Deploy workstations, printers, scanners, mobile devices and various networked devices. Assist staff and end users with computer, network, software/hardware and related problems.</p>

DUTY STATEMENT



	Assists remotely or on-site in maintaining computer systems; installs and supports software applications and peripheral equipment; sets up user profiles and security settings.
25%	<p>Application/System Support: The IT Associate creates, maintains and updates ISO images for all computer models and runs tests to ensure compatibility with application database and software. Develops and coordinates job stream tests for large/complex systems; and serves as a technical consultant and troubleshooter on multifunction information technology systems. Liaise with EAMS Datacap scanning environment monitoring, maintaining and troubleshooting. Configures, tests, deploys and maintains RTWSP Kiosk computers.</p> <p>Assists in maintaining computer systems; maintains and troubleshoots VMs and hosts; configures VMs using DIR approved checklist and system requirements; configures ESXi hosts and manages VMWare host licenses and user profiles groups and roles.</p> <p>Responsibilities include research and resolving issues with any Windows security updates with updated images.</p>
15%	<p>IT Inventory Management: Maintain a list of supported computer hardware models and software versions for the department and ensure that all IT assets are properly cataloged, tracked, and updated in the ServiceNow database; maintain and update equipment rollout inventory using IT Inventory module in ServiceNow.</p> <p>Develop and update instructions and procedures for maintaining an accurate hardware and software inventory in ServiceNow which involves creating clear, standardized guidelines to ensure all IT assets are properly recorded, tracked, and updated in a consistent manner.</p> <p>Develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment.</p>
Percentage of Time Spent	Marginal Job Functions
5%	The ITA is expected to perform other duties as assigned.

Conduct, Attendance, and Performance Expectations

This position requires the IT Associate to maintain acceptable, consistent and regular attendance at such level as is determined at the Department's sole discretion; Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

The IT Associate shall communicate effectively (orally and in writing) if both appropriate in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Supervision Received

The IT Associate reports directly to and receives the majority of assignments from the IT Supervisor II and may

DUTY STATEMENT



receive direction from the IT Manager I & II; however, direction and assignments may also come from the Assistant CIO/CIO and other managers or supervisors.

Supervision Exercised

None.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The Information Technology Associate will work in an open-spaced, partitioned office environment, climate-controlled building under natural and artificial light in Sacramento, CA. The job involves substantial computer work, including document creation, research, email correspondence, and other related tasks. The ITA may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, equalizing work periods or otherwise balance the workload.

Special Requirements/Other Information

All DIR employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the Department. Additionally, all DIR employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

Physical Abilities

Ability to unpack, lift/move and install IT equipment and navigate around the work area to connect/disconnect network and power cables. The incumbent will be in a stationary position for long periods of time and will be required to use office equipment including, but not limited to a computer, telephone, and multi-function copy machine.

Additional Requirements/Expectations

Be able to maintain a professional attitude when providing IT services with attention to detail and effective organizational skills. Demonstrate effective oral and written communication skills. Travel to department remote sites, including CDT's Data Center (TMS).

Personal Contacts

The ITA will communicate with Division management, Facilities staff, OIS programmers, developers, project management and the Information Security Office.

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

DUTY STATEMENT



Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.

C&S Analyst Initials

6/11/2026

Approval Date